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**To:** U.S. Patent and Trademark Office – **From:** Christian R. Andersen  
**Examiner:** G. GAUTHIER  
**Group Art Unit:** 2645  
**Sr. Paralegal – Intellectual Property**

<b>Fax:</b>	703-872-9306	<b>Pages</b>
		with 4
		Cover:

**FORMAL SUBMISSION OF:**

<b>1)</b>	<b>Request for Continued Examination (RCE) Transmittal; and</b>	<b>2)</b>	<b>Petition for One Month Extension of Time; and</b>
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<b>Title:</b>	<b>APPARATUS AND METHOD FOR VISUALLY REPRESENTING EVENTS IN CALLS HANDLED BY AN AUTOMATED RESPONSE SYSTEM</b>
<b>Serial No.</b>	<b>10/090,546</b>
<b>Filing Date:</b>	<b>March 4, 2002</b>
<b>First Named Inventor:</b>	<b>Katherine GODFREY</b>
<b>Atty. No.</b>	<b>01-4004D</b>

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

Christian R. Andersen

Date of Transmission: June 17, 2004

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U.S. Appln. No. 10/090,546  
Atty. Docket No. 01-4004D

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PATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
KATHERINE GODFREY ET AL.	:	Examiner: Gauthier, Gerald
Application No.: 10/090,546	)	Group Art Unit: 2645
Filed: March 4, 2002	)	Customer No.: 32127
For: APPARATUS AND METHOD	)	
FOR VISUALLY	:	
REPRESENTING EVENTS IN	)	
CALLS HANDLED BY AN	)	
AUTOMATED RESPONSE	)	
SYSTEM	:	

Mail Stop RCE  
 Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

PETITION UNDER 37 C.F.R. § 1.136(a)

Sir:

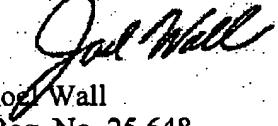
07/28/2004 VTOWLER 00000002 072347 10090546 Applicants petition the Commissioner for Patents to extend the time for  
 02 FC:1251 110.00 DA response to the Office Action dated February 17, 2004 for one month from May 17, 2004  
 to June 17, 2004

07/28/2004 VTOWLER 00000002 072347 10090546 Submitted herewith is a check for \$ 110.00 to cover the fee for the  
 Sale Ref: 00000002 DAH: 072347 10090546  
 01 FC:1801 770.00 DA extension under 37 C.F.R. § 1.17. Any deficiency in or overpayment of this fee should be  
 02 FC:1251 110.00 DA

U.S. Appln. No. 10/090,546  
Atty. Docket No. 01-4004D

charged or credited to Deposit Account No. 07-2347. A duplicate copy of this petition is enclosed.

Respectfully submitted,

  
Joel Wall  
Reg. No. 25,648

Date: June 17, 2004

c/o Christian R. Andersen  
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